

Marsh Fischmann & Breyfogle LLP

Attorneys at Law

3151 S. Vaughn Way, Suite 411

Aurora, Colorado 80014

Telephone (303) 338-0997 • Facsimile (303) 338-1514

Date: April 11, 2003

To: U.S. Patent and Trademark Office

Attention: Clerk of the U.S. Patent Office

Facsimile No.: 703-308-7751

Serial No.: 09/923,984

Client No.: 1732 (42059-01170)

From: Kenneth J. Johnson, Esq.

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If you need a confirmation or any of the pages sent again, please call our offices at the following number: 303-338-0997. If you do not call within 15 minutes, we will assume you have received the pages satisfactorily. SENT BY: Daximara Sanchez, Legal Assistant

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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

RUPE et al.

Serial No.: 09/923,984

Filed: August 7, 2001

Confirmation No.: 3566

Atty. File No.: 1732 (42059-01170)

For: "METHOD AND SYSTEM FOR CALL
QUEUEING AND CUSTOMER
APPLICATION INTERACTION"

) Group Art Unit: 2642

) Examiner: Not Yet Assigned

REQUEST FOR STATUS OF
PENDING APPLICATION

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being transmitted via facsimile to the
U.S. Patent and Trademark Office on April 11, 2003.

MARSH FISCHMANN & BREYFOGLE LLP

By: 

Daxmara Sanchez

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

In reviewing our file, we note that the last correspondence received from your office is dated October 17, 2001. Applicant respectfully requests a status update with regard to the above-identified application at your earliest convenience.

Respectfully submitted,

MARSH FISCHMANN & BREYFOGLE LLP

By: 

Kenneth J. Johnson, Esq.

Registration No. 36,834

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Aurora, Colorado 80014

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